



METROPOLITAN  
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## *Memorandum*

TO: Operations Committee

DATE: May 4, 2012

FR: Executive Director

RE: Contract Amendment - Call Box Answering Center Operations: CDS Net LLC (\$150,000)

This memorandum asks for Operations Committee approval of a contract with CDS Net for call box call answering services to increase the maximum payment by \$150,000 to \$324,300 and to extend the period of performance for an additional two years.

### **Background**

Since 1999, MTC SAFE has contracted with a private call answering center to handle call box calls. The private call answering center helps to alleviate the call load into 911 by screening call box calls and only transferring those that are appropriate for CHP. The private call answering center also handles calls from 511 Freeway Aid, a program that allows motorists to access call box services from their cell phones.

In September 2010, MTC SAFE entered into a two year contract with CDS Net to provide call answering center services, with the option to extend the period of performance for two additional two-year periods. Since the beginning of the contract, CDS Net has effectively set up the call center and has continued to maintain high levels of service with respect to timely call box call responses.

### **Recommendation**

Staff recommends that this Committee authorize the Executive Director or his designee to negotiate and enter into a contract amendment with CDS Net to extend the agreement period to June 30, 2014 and to add \$150,000 to the contract for that period, subject to the annual SAFE budget approvals. This is the first of two two-year extensions permitted under the terms of the procurement.

A blue ink signature of Steve Heminger, consisting of a stylized 'S' followed by a horizontal line and a loop.  
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Steve Heminger

SH: SL

## REQUEST FOR COMMITTEE APPROVAL

### Summary of Proposed Contract Amendment

Work Item No.:	6031
Agency:	CDS Net Los Angeles, CA
Work Project Title:	Call Box Call Answering Center
Purpose of Project:	Continue to operate the call box call answering center.
Brief Scope of Work:	Operate call answering center with custom screens and call scripts to handle calls from MTC SAFE's call box system through FY 2013-14.
Project Cost Not to Exceed:	\$150,000: this amendment (Total contract before this amendment: \$174,300) (Total authorized contract amount with this amendment: \$224,300)
Funding Source:	SAFE
Fiscal Impact:	Subject to annual approval of SAFE budgets.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter contract agreement amendment with CDS Net to provide additional funding for call box call answering center services, and that the Chief Financial Officer is authorized to set aside funds for such amendment, subject to annual SAFE budget approval.
Operations Committee	<hr/> Jake Mackenzie, Chair
Approved:	Date: May 11, 2012